



Huntington Hospital Community Benefits Plan Fiscal Year 2017

For Submittal by May 31, 2018 to:
Office of Statewide Health Planning and Development
Accounting and Reporting Systems Section
2020 West El Camino Avenue, Suite 1100
Sacramento, CA 95833
Email: CommunityBenefit@oshpd.ca.gov



Preface

In accordance with Senate Bill 697, Community Benefits Legislation, Huntington Hospital, a private not-for-profit hospital, submits this Community Benefits Plan for Fiscal Year 2017.^a Senate Bill 697 requires a not-for profit hospital in California to complete the following activities:

- Review and reaffirm its mission statement to ensure that its policies integrate and reflect the public interest in meeting its responsibilities as a not-for-profit organization
- Complete and update a needs assessment every three years, evaluating the health needs of the community served by the hospital
- Adopt and file a community benefits plan annually, documenting activities that the hospital has undertaken to address community health needs within its mission and financial capacity; and to the extent practicable, assign and report the economic value of community benefits provided in furtherance of its plan

^a Huntington Hospital fiscal year is from January 1 to December 31.

Introduction to Huntington Hospital

2017 marked a historic milestone: Huntington Hospital's 125th year of serving our community. Founded in 1892, Huntington Hospital is committed to providing excellent patient care delivered with compassion and respect. Huntington Hospital is a 619-bed, not-for-profit community hospital located in Pasadena, California. The hospital offers a full complement of acute medical care and community services, ranging from general medicine to the foremost specialized programs in cardiovascular services, oncology, and the neurosciences. The hospital has the only trauma center in the region. In addition, Huntington Hospital offers women's and children's services, state-of-the-art orthopedic surgery, in- and outpatient psychiatric services, Huntington Hospital Senior Care Network, and Huntington Ambulatory Care Center.

Through an ongoing partnership between Huntington Hospital and Shriners Hospitals for Children – Southern California, inpatient surgical and medical services for pediatric patients are available at Huntington Hospital and the medical team provides advanced post-surgical care. A new Shriners for Children Medical Center (located across the street from the hospital campus) offers specialty care services for pediatric patients in the region. In 2017, Huntington Hospital and Providence St. Joseph Health entered into an agreement to further expand access to quality care. Providence St. Joseph Health, which includes 12 medical institutions across Los Angeles and Orange Counties, will now contract exclusively with Huntington Hospital in the San Gabriel Valley for all acute care hospital and outpatient clinical services. Huntington Hospital also partners with University of Southern California (USC) Institute for Maternal-Fetal Health to offer a Fetal Surgery Program in Pasadena – encompassing high-risk perinatal care, surgery and a neonatal intensive care unit (NICU) expertise.

As a teaching facility affiliated with the Keck School of Medicine of USC, Huntington Hospital supported 25 internal medicine and 17 general surgery residents in 2017. More than one-third of these residents remain in the area to practice, providing a seamless transition through generations of care.

Recently, Huntington Hospital received numerous awards, recognitions, and certifications:

- Full hospital-wide accreditation from The Joint Commission for achieving national standards for health care quality and safety
- Accredited as a Pediatric Medical Center (PMC)

- Recognized by *U.S. News and World Report* for Best Hospital Rankings 2017-2018, #9 Hospital in California, #4 Hospital in Los Angeles Metro Area, ranked among the best in the country in gynecology and urology, and recognized as Best Regional Hospital in 15 types of care with recognition as “High Performing” in seven adult specialties and in eight common adult procedures and conditions
- The Cheers Award – bestowed by the Institute for Safe Medication Practices – honors organizations that have set a “superlative standard of excellence” in the prevention of medication errors
- Recipient of ECRI Institute 2017 Healthcare Supply Chain Achievement Award for demonstrating excellence in overall spend management and in adopting best practice solutions in its supply chain processes
- Huntington Hospital Cancer Center recently received a full three-year accreditation from the American College of Surgeons’ Commission on Cancer
- Jim and Eleanor Randall Breast Center received a full three-year accreditation from the National Accreditation Program for Breast Centers (NAPBC), one of only three hospitals in Los Angeles County to achieve this level of accreditation
- Jim and Eleanor Randall Breast Center recognized as a Breast Imaging Center of Excellence by the American College of Radiology
- The American College of Radiology Commission on Quality and Safety has accredited Huntington Hospital’s Toshiba Aquilion One 320 for computer tomography and Toshiba 2005 Vantage for magnetic resonance imaging services
- Accredited facility for Adult Transthoracic by the Intersocietal Accreditation Commission (IAC)
- Huntington Hospital awarded the Baby-Friendly® designation from Baby-Friendly USA, a credentialing program for hospitals that is part of an international initiative led by the World Health Organization (WHO) and the United Nations Children Fund (UNICEF). The designation is considered the gold standard of care and demonstrates our Women’s and Children’s Services commitment to patient and family-centered care.
- Huntington Hospital was accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP)
- Centers of Distinction for bariatric surgery, spinal surgery, knee and hip replacement, heart and vascular services and cardiac care by the Blue Cross Blue Shield Association

- Huntington Hospital became a participant of the American Joint Replacement Registry (AJRR), a central registry for data on total hip and knee arthroplasties at the hospital and other participating sites throughout the country
- Neurophysiology Intraoperative Monitoring Laboratories and Epilepsy Accreditation from the Lab Accreditation Board of ABRET
- Named a 2017 Most Wired hospital by College of Healthcare Information Management Executives. The designation recognizes future-ready hospitals that use technology to improve communication, safety and patient-provider relationships.
- Recognized at the highest possible level by the Healthcare Information and Management Systems Society (HMSS) for the adoption and utilization of electronic medical record (EMR) systems at hospitals around the world

Huntington Hospital also offers continuing education and learning for the public, employees, medical staff, and other health care professionals, through the availability of health science and community libraries. With social media transforming the way that people communicate, Huntington Hospital has extended its reach into the web community using familiar sites like Facebook, Instagram, Twitter, and YouTube.

Contents

Section	Description	Page
	Preface.....	i
	Introduction to Huntington Hospital	ii
1	Executive Summary	1
2	Our Mission, Vision, Core Values and Commitment	4
3	2016 Community Health Needs Assessment Summary.....	5
	Our Community: Greater Pasadena.....	5
	Prioritized Health Needs	6
	Selected Areas of Focus	7
	Unaddressed Needs and Additional Community Benefit Activities.....	8
	Implementation Strategy	8
	2017 – 2019 Implementation Strategy: Goals and Strategies	9
4	Community Benefits Planning Process	11
5	Community Benefits Plan Update	13
	Access to Health Care Services.....	13
	Heart Disease and Stroke	17
	Child and Adolescent Health.....	20
	Older Adults and Aging	22
	Cancer	24
	Health Education, Training and Research.....	25
6	Economic Value of Community Benefits	28
Appendices		
A	Community Collaborations	30
B	Educational Affiliations	34

Section 1: Executive Summary

Mission Statement

At Huntington Hospital, our mission is to provide excellent health care and compassionate service to each person by bringing together outstanding physicians, caring nurses, professional staff and advanced technologies. Our vision, mission, and core values guide our organization's commitment to serving our community.

Definition of Community

Huntington Hospital's service area is defined as Greater Pasadena, which comprises the following communities and ZIP codes: Altadena (ZIP code 91001), South Pasadena (91030), Pasadena (91101, 91103, 91104, 91105, 91106, and 91107), and San Marino (91108).

2016 Community Health Needs Assessment (CHNA)

The 2016 Community Health Needs Assessment methodology included:

- An analysis of secondary data
- Primary data collection through key informant interviews coupled with input from approximately fifty individuals representing the interests of underserved groups in the Greater Pasadena region
- Synthesis of primary and secondary data
- Prioritization of preliminary data and screening out health problems based on feasibility factors

Based on the results of the prioritization and screening processes, a Huntington Hospital CHNA workgroup and the Executive Management Team determined that the Hospital's four priorities for the next three years, 2017-2019, will be:

- Access to Health Care Services
- Heart Disease and Stroke
- Child and Adolescent Health
- Older Adults and Aging

2017 – 2019 Implementation Strategy Goals

Huntington Hospital and its partners will address the following these health needs through the implementation of various strategies and programs. Our overall goals are:

Access to Health Care Services: Improve access to health care for uninsured and underserved residents of Greater Pasadena.

Heart Disease and Stroke: Improve outcomes due to cardiovascular disease, stroke, and diabetes through increased awareness, education, and patient support.

Child and Adolescent Health: To improve the ability of children and adolescents with asthma to manage their condition.

To mitigate the effects of stress and trauma and improve overall health and well-being of all children in the community.

Older Adults and Aging: Low-income and underserved older adults will have the services and support required to meet their needs.

Community Benefits Plan Programs and Activities

In Fiscal Year 2017, some of the activities Huntington Hospital conducted in support of these health needs included the following: providing navigation assistance to obtain health insurance or services available and linkages to providers; offering Huntington Ambulatory Care Center (HACC) to serve underinsured and uninsured persons, providing community health education, screening and support programs for numerous health conditions – including heart disease and diabetes – through a dedicated Community Outreach Department; providing no-cost asthma education and management services through Huntington Hospital Community Asthma Program; offering specialized programs and services to address elderly and disabled care and independence through Senior Care Network; and providing health information – in multiple formats and languages – for professionals, service agencies, and the general public. Huntington Hospital also conducted programs and services in response to the other community needs, including: providing specialized services related to cancer prevention, awareness and support; and collaborating with educational institutions to provide graduate medical education programs for general surgery and internal medicine residents, pharmacy residents, nursing students, and other health care professionals.

In addition, Huntington Hospital continued to provide charity care for patients without the ability to pay for necessary treatment, absorbed the unpaid costs of care for patients with Medi-Cal and

Medicare, and operated other medical programs in support of the community, such as an emergency and trauma center, neonatal nursery, high-risk perinatal program.

Economic Value of Community Benefits Provided

The economic value of community benefits provided by Huntington Hospital in Fiscal Year 2017 is estimated at **\$129,780,381** (economic value includes Medicare Program Shortfall of \$45,559,700).

Section 2: Our Mission, Vision, Core Values and Commitment

Huntington Hospital's Mission, Vision, Core Values and Our Commitment to You follow. These guide our organization in serving our community.

Mission Statement

To provide excellent health care and compassionate service to each person by bringing together outstanding physicians, caring nurses, professional staff and advanced technologies.

Vision Statement

To be the leader in creating community well-being through world-class health care delivered with kindness and dignity.

Core Values

Respect • Integrity • Stewardship • Excellence • Collaboration

Our Commitment to You

Thank you for allowing us to care for you. We take every step to exceed your expectation, and we encourage you to play an active role in your care. As part of our commitment to you, we will:

- Treat you with courtesy and respect.
- Listen carefully.
- Explain things in ways you understand.
- Address your needs.
- Answer your questions to keep you informed.
- Respond to your concerns.
- Provide a safe and clean environment.
- Include you and your family in your care.
- Be sensitive to your cultural needs.
- Work together as a team to care for you.

Approved by Board of Directors, 2016

Section 3: 2016 Community Health Needs Assessment Summary

Huntington Hospital's 2016 Community Health Needs Assessment and Implementation Strategy are available at www.huntingtonhospital.org and www.healthypasadena.org

In 2016, Huntington Hospital and the Pasadena Public Health Department partnered to conduct the first joint Community Health Needs Assessment (CHNA) of Greater Pasadena, in accordance with California Senate Bill 697¹ and the Patient Protection and Affordable Care Act (ACA)². The resulting CHNA report describes findings from a year-long, systematic process that was conducted to provide insight into the health status and needs of the residents of the Greater Pasadena area. Data presented in the report span a wide range of indicators that affect community well-being, including disease rates, risk factors for disease and death, health behaviors, and social determinants of health. The CHNA serves as a tool for effectively planning the allocation of community benefits to improve the health of the community.

Our Community: Greater Pasadena

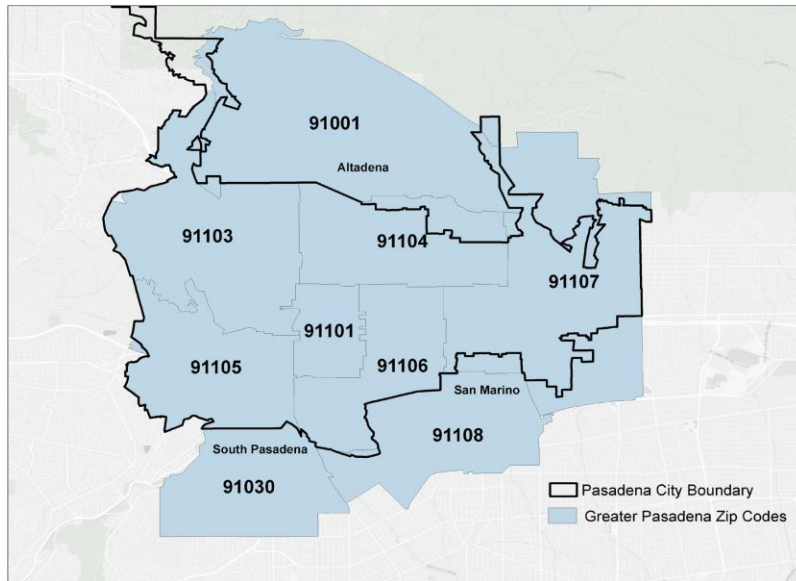
The 2016 CHNA focuses on the geographic area of Greater Pasadena, which includes Pasadena, Altadena, South Pasadena, and San Marino, and is comprised of nine contiguous ZIP Codes.

The total population of Greater Pasadena is 236,423 persons, approximately 2.3% of the entire population of Los Angeles County. In many respects, Greater Pasadena is a resource-rich community. For example, compared to California and/or Los Angeles County, the median household income rate is higher, the dropout rate is lower, the percentage of residents with a Bachelor's degree is much higher, the percentage of single-parent households is lower, and the ability to access care is slightly better. On the other hand, a single ZIP Code emerges within the geographic area with the highest level of socioeconomic need: ZIP Code 91103, northwest

¹ California Senate Bill 697 (SB 697) since its implementation in 1994, requires tax-exempt hospitals to document activities undertaken to address community health needs.

² The Patient Protection and Affordable Care Act (ACA), enacted in 2010, included in IRS Section 501(r), directs tax-exempt hospitals to conduct a Community Health Needs Assessment and develop an Implementation Strategy every three years.

Pasadena, has higher relative needs than the County overall, as evidenced by the highest rate of families living in poverty, the lowest median household income, and the highest rate of unemployment. Therefore, helping the residents of this area will be a priority in planning community benefit activities.



Prioritized Health Needs

The CHNA process included:

- An analysis of secondary data
- Primary data collection through key informant interviews coupled with input from approximately fifty individuals representing the interests of underserved groups in the Greater Pasadena region
- Synthesis of primary and secondary data
- Prioritization of preliminary data using the HANLON METHOD, rating each health need with a score of 0-10 based on the following three criteria: size of the health problem, seriousness of the health problem, and effectiveness of interventions
- Eliminating health problems using the 'PEARL' Test for the following feasibility factors (Yes/No):
 - Proprietary – Does an appropriate program exist to address the health problem?
 - Economics – Does it make economic sense to address the problem?

Acceptability – Will the community accept or want the program?

Resources – Is funding available or potentially available for a program?

Legality – Do current laws allow program activities to be implemented?

- Health problems which received a response of “No” to any of the above factors were eliminated.
- Priority scores were calculated for the remaining problems and rank was assigned accordingly.

Selected Areas of Focus

Based on the results of the prioritization process, the Huntington Hospital CHNA workgroup and the Executive Management Team determined that the Hospital's four priorities for the next three years, 2017-2019, will be:

- **Access to Care**, with a focus on improving access to primary and specialty care services, and strengthening the continuum of care
- **Heart Disease and Stroke**, with a focus on increasing awareness through education and patient support
- **Child and Adolescent Health**, with a focus on providing outpatient asthma specialty care, and addressing the effects of trauma on lifelong health
- **Older Adults and Aging**, with a focus on supporting independence

These four areas were selected because approaches to their improvement are compatible with the Hospital's mission, values, strengths, and resources, providing the best opportunity to positively impact the community.

While diabetes was not identified as a priority health need, data indicated that the prevalence of the condition is higher in the San Gabriel Valley (12.0%) than either Los Angeles County (10.0%) or California (8.9%). Additionally, both the age-adjusted hospitalization rate due to uncontrolled diabetes and the age-adjusted death rate due to diabetes are higher than Healthy People 2020 targets. Exercise, nutrition, and weight was ranked sixth highest health need and will be incorporated into the strategies to address Heart Disease and Stroke, through lifestyle practices, raising awareness, and education.

2017 – 2019 Implementation Strategy: Goals and Strategies

In 2017 through 2019, Huntington Hospital and its partners will focus efforts on the following goals and strategies through the implementation of various programs and services.

Health Need 1: Access to Health Care Services

Goal: Improve access to health care for uninsured and underinsured residents of Greater Pasadena

Strategies to Meet Need:

- Provide navigation assistance to obtain health insurance or services available
- Provide healthcare outreach
- Offer affordable, high-quality primary and specialty healthcare to the under-served population
- Bring periodic medical clinics into the community to supplement existing services to reach adult underserved residents
- Enable shared access of Electronic Health Record (EHR) via Health Information Exchange (HIE)

Health Need 2: Heart Disease and Stroke

Goal: Improve outcomes due to cardiovascular disease, stroke, and diabetes through increased awareness, education, and patient support

Strategies to Meet Need:

- Provide health education and support in the community
- Expand awareness of cardiovascular disease and stroke through activities and events in the community
- Expand education and support to patients with diabetes
- Expand dietary education

Health Need 3: Child and Adolescent Health

Goals: To improve the ability of children and adolescents with asthma to manage their condition

To mitigate the effects of stress and trauma and improve overall health and well-being of all children in the community.

Strategies to Meet Need:

- Continue to provide no-cost services through Huntington Hospital Community Asthma

Program

- Obtain grant funding to institute programming in the Pasadena Public School District to teach children and their caregivers tools to cope with stressors, based on health research done on trauma, and the Trauma Informed Care approach

Health Need 4: Older Adults and Aging

Goal: Low-income and underserved older adults will have the services and support required to meet their needs

Strategies to Meet Need:

- Provide older adults and their family caregivers with services, information, education, and support
- Support patients with chronic diseases, limited resources, and psycho-social issues which lead to hospitalization and threaten independence

Section 4: Community Benefits Planning Process

In compliance with Senate Bill 697, Huntington Hospital prepared this community benefits plan based on its 2016 Community Health Needs Assessment and in consideration of the Hospital's strengths, mission and resources, opportunities for partnership, solutions impact multiple community health needs, and effective methods are available.

A Manager of Community Outreach and Community Benefit participates in the planning and development of organizational community initiatives, represents Huntington Hospital in promoting the total health of the community through partnerships and collaborative efforts with local community organizations and individuals to improve quality of life and achieve Healthy People 2020 objectives, collects data that captures hospital-wide community benefits activities, and, in collaboration with the hospital's Strategic Financial Analysis team, ensures compliance with regulatory requirements pertaining to not-for-profit hospitals.

In Fiscal Year 2017, Huntington Hospital again supplemented its annual community benefits reporting process with the use of Lyon Software's CBISA Plus™ (Community Benefit Inventory for Social Accountability) software. The software uses key modules – needs, goals, partnerships, programs and statistics, indicators, narratives and outcomes – to capture quantitative and qualitative information for the hospital's fiscal year. Community benefit activity/program information was entered for many hospital departments, including: Administration, Ambulatory/Physician Information Systems, Blood Donor Center, Cancer Center, Cardiology, Cardiac Rehabilitation, Care Coordination, Clinical Laboratory, Clinical Education and Practice, Community Outreach, Emergency Department/Trauma Services, Employer Relations, Food and Nutrition Services, Health Navigation, Health Sciences Library, Huntington Ambulatory Care Center (HACC), Huntington Hospital Community Asthma Program (HHCAP), Huntington Collection, Integrative Oncology, Medical Post-Graduate Education, Neonatal Intensive Care Unit (NICU), Neurosciences, Non-Invasive Cardiology, Nursing Research, Occupational Therapy, Outpatient Rehabilitation, Parking, Patient Experience, Pediatrics, Pharmacy, Philanthropy, Physical Therapy, Public Relations, Radiology, Respiratory Care Services, Senior Care Network, Social Work Services, Speech-Language Pathology, Volunteer Services, and Workforce Development. To accurately report the economic value of community benefits, Finance reported information on the

unreimbursed costs of many programs and services, including charity care, shortfalls in government-sponsored programs, and other programs operated by the Department of Community Outreach, Senior Care Network, Huntington Ambulatory Care Center, Graduate Medical Education (GME), Health Sciences Library, Clinical Research, Perinatal Education, Palliative Care, and Health Navigation.

On an annual basis, Huntington Hospital will monitor and report measures of plan progress (metrics). In addition, staff at Huntington Hospital reports information to a Community Benefits Committee, comprised of representatives from approximately twenty health and social service organizations and interested citizens.

- Offering 20 Noon-Hour lectures on topics such as Medicare, heart health, stroke prevention, nutritional strategies for preventing and managing Type II diabetes, memory, reducing risk of colon cancer, reducing skin cancer risk, managing back pain through movement, orthopedics, addressing prostate cancer risks, managing breast health and cancer detection, fall prevention strategies, planning for the contingencies of illness or accident, and organizing your house to better enjoy your life (attended by 846 persons)
- Distributing two 50+ *Health Connection* newsletters, including information and advice about aging and disease management as well as an events calendar and description of ongoing programs
- Attending ten Pasadena Senior Commission meetings
- Attending nine End-of-Life Care Coalition meetings
- To empower members of the community to enjoy the healthiest lifestyles possible, registered nurses from the Community Outreach Department conducted free two-hour health screenings and counseling at 16 different screening clinics on alternating days each month, screening 1,962 persons. These screening clinic locations included: Pasadena Senior Center, Altadena Senior Center, South Pasadena Senior Center, Jackie Robinson Community Center, Villa Parke Community Center, Villa Parke Farmer's Market, Foothill Unity Center, Pasadena Central Library, Crowell Public Library, Cleveland Elementary School, Jackson Elementary School, Madison Elementary School, Roosevelt Elementary School, Washington Middle School, Friends In Deed, and Pacific Clinics.
- Throughout the year, registered nurses from the Community Outreach Department attended community health fairs and events, providing a variety of services including blood glucose screenings, blood pressure screenings, and Body Mass Index (BMI) measurements. In Fiscal Year 2017, 198 persons were screened and counseled at seven health fairs.
- In Fiscal Year 2017, Community Outreach Department nurses offered 17 health-related classes in English and eight classes in Spanish, serving 442 persons. Topics covered included: Ageless Benefits of Exercise, Diabetes in the Mirror, Diabetes Nutrition Tips, Emotional Fitness, Stress Management, Is it Flu or a Cold, First Aid at Home, Seeing is Believing: Vision, Preventing Falls, Pain, Medication Education, Healthy Heart 101, Journey

- On May 19, 2017, also known as National Hepatitis Testing Day, Huntington Hospital partnered with Hep B Free-Los Angeles and the Hepatitis C Task Force of Los Angeles County to host a day-long conference that helped raise awareness of this hidden epidemic. Nearly 100 health advocates, along with community and religious leaders, were on hand to learn more about viral hepatitis.
- In partnership with area hospitals, clinics and other health care organizations, the City of Pasadena, fire and law enforcement agencies, County Emergency Medical Services, and utility companies, a Huntington Hospital team attended ongoing monthly meetings to improve disaster preparedness in the community and provides ongoing education on personal preparedness to hospital staff
- Service providers and the public accessed the hospital-sponsored Healthy Pasadena website for data and information about community health status (includes health, economy, education, environment, government and politics, public safety, social environment, and transportation), tools and resources, community, priorities, and promising practices
- Community members accessed the hospital's website for pertinent health information and news, patient and visitor information, details about upcoming events and education classes, and a physician directory (with selection criteria including specialty, gender, location, insurance accepted and language spoken)
- To facilitate communication between hospital caregivers and patients, the Department of Patient Experience at Huntington Hospital offered three specialty services for interpretation in 22 languages and sign language: Language Line (3,089 calls and 32,663 minutes), Video Interpretation (4,918 records and 67,018 minutes), and Life Signs for Hearing Impaired (38 service calls)
- The continued availability of Health eConnect offered consumer education and patient involvement in their health care, a vehicle for improving quality and safety of patient care by reducing medical and medication errors, and provided caregivers with clinical decision support tools for more effective care and treatment. In addition, in Fiscal Year 2017, Huntington Hospital began the rollout of its Health Information Exchange (HIE) to ChapCare, a local federally qualified health center, with six active users.

- A variety of lectures were delivered by physicians and dietitians throughout the year, including: Cardiology Updates, with Q&A sessions on February 21; Exercise and Diet: Heart Health as We Age on February 22; Modern Mediterranean Diet for Stroke Prevention on May 10; and Nutritional Strategies for Preventing and Managing Type II Diabetes on November 1.
- In May (National Stroke Awareness Month), Huntington Hospital's eighth annual gold instruction event took place at the Brookside Golf Course on May 24, 2017. "Saving Strokes," a rehabilitation-through-golf program of the American Heart/American Stroke Association offered stroke survivors the opportunity to add golf as a mental, physical, and emotional rehabilitation tool in their journey to recovery. Sixty participants spent the morning working with golf pros and later enjoyed a luncheon with fellow stroke survivors, physical therapists and other members of the Huntington Hospital Stroke Center team. On May 10, over 100 people attended a Stroke Awareness Health Fair at the hospital – supported by a multidisciplinary team comprised of nurses, physical therapists, speech language pathologists, and pharmacists. Huntington Hospital supported the annual Go Red for Women luncheon held on May 17 in Hollywood. The half-day event, attending by over 200 persons, featured break-out sessions and a heart healthy lunch.
- On June 1, 2017, Huntington Hospital collaborated with the Pasadena Fire Department to hold a free CPR pop-up training event at Paseo Colorado Shopping Mall in Pasadena. In less than five minutes per demonstration, CPR instructors taught the basic and proper techniques of Hands-Only CPR – done to the beat of the famous song "Stayin' Alive" – to over 100 local residents. On a weekly basis, Huntington Hospital NICU offers free Infant CPR classes, giving parents and caregivers additional confidence when infants are discharged from the unit.
- In partnership with the American Heart Association, Huntington Hospital participated in the Heart Walk at the Rose Bowl in Pasadena. During July through September, fifteen hospital team captain volunteers recruited walkers and raised money for the American Heart Association. On the day of the event – September 23 – hospital registered nurses provided blood pressure screenings and distributed information on heart disease.
- "Stop the Bleed" is a national initiative launched by the White House in 2015 to provide bystanders with tools and knowledge to stop life-threatening bleeding. Severe bleeding can result in death within minutes before Emergency Medical Services or other public safety providers arrive; the person closest to you may be the only one who can "stop the bleed."

Huntington Hospital Trauma Services conducted a training session on October 13 at the Pasadena Unified School District for 42 school nurses and provided QuikClot Bleeding Control supplies to all Pasadena Unified School District campuses. Trauma Services also conducted a training session on November 27 at Southern California Edison Company for 29 Safety Staff employees, demonstrating the appropriate application of tourniquets and appropriate packing and compression of actively bleeding areas of injury.

- In Fiscal Year 2017, Huntington Hospital completed an analysis of patient specific data that revealed approximately 20 percent of patients had a secondary diagnosis of diabetes, with increases in diabetes patients and diabetes visits over the past four years. Data analysis also revealed that the average length of stay of patients with a secondary diagnosis of diabetes is approximately 1.5 days longer than patients without diabetes. As a result, strategies were developed for insulin administration; standardized, evidence-based patient education (e.g., to assist patients in preparation for discharge); and coordination of delivery of meal trays by Food and Nutrition Services with insulin administration and blood glucose testing. Future plans include ongoing education of nursing staff and development of a comprehensive outpatient diabetes management program (including those offered by HACC).
- Huntington Hospital Heart and Vascular Center and Stroke Center offer state-of-the-art medical care to patients. The Heart and Vascular Center is a recognized leader in cardiac care, offering a full spectrum of services, including screening and diagnostic tests, advanced medical and surgical treatments, cardiac rehabilitation, and education programs. Huntington Hospital's Stroke Center offers 24-hour emergent diagnostic and treatment services to patients, a dedicated 12-bed stroke unit, a continuum of care that includes a 24-bed inpatient rehabilitation unit and an outpatient rehabilitation program, and support programs for stroke patients and their families. New programs addressing heart disease and stroke include the addition of a Leapfrog Group-compliant Intensivist Program and the availability of the CardioMEMS Heart Failure System, a new miniaturized, wireless monitoring sensor that is implanted in patients to manage heart failure.
- In Fiscal Year 2017, free, monthly meetings were held for Stroke Survivor Support Group (served 12 to 20 persons each month), Stroke Family/Caregiver Support Group (a self-directed group run by the participants), and Stroke Survivor Aphasia Speech Group (served 303

persons). A Senior Exercise Class held twice a week – led by physical therapists – assisted 638 persons in Fiscal Year 2017.

- Supplemental information on heart disease and stroke is also available on the hospital website. This information addresses many different aspects of these health conditions, including risk factors, heart disease in women, diet, herbs and alternative medicine, smoking cessation, and other heart resources.

Child and Adolescent Health

Programs and Services Offered:

- To help children, adolescents and adults better understand their asthma needs and decrease emergency room visits, hospitalizations and missing school or work, Huntington Hospital continued to offer asthma education and management classes (HHCAP). In Fiscal Year 2017, 228 persons participated in 143 asthma education and management sessions. In addition to these specialized classes, Huntington Hospital offered 28 asthma clinics, where allergists evaluated and treated 273 medically underserved children and adults. Based on statistics for the most recent full year available (2016), 94% of asthma education participants experienced decreased emergency department visits or hospitalizations six months to one year after education sessions.
- In Fiscal Year 2017, Huntington Hospital, along with collaborating partners – Pasadena Unified School District (PUSD) and Young & Healthy – requested grant funding from UniHealth Foundation for a new initiative, the Pasadena Trauma-Informed Care Initiative. The program seeks to enhance the well-being of local residents through a community-wide effort to reduce the prevalence and impacts of trauma, which is increasingly recognized as a health care epidemic. Over the three-year grant period, some of the activities Huntington Hospital plans to conduct include: providing training sessions to approximately 200 community professionals annually, on-campus trauma-informed care training for approximately 80 PUSD teachers annually, preparing approximately 182 teachers each year to implement mindfulness techniques for students in their classrooms, educating at least 100 local parents and families annually, and providing trauma-informed care education to more than 100 area medical professionals.

- “Stop the Bleed” is a national initiative launched by the White House in 2015 to provide bystanders with tools and knowledge to stop life-threatening bleeding. Severe bleeding can result in death within minutes before Emergency Medical Services or other public safety providers arrive; the person closest to you may be the only one who can “stop the bleed.” Huntington Hospital Trauma Services conducted a training session on October 13 at the Pasadena Unified School District for 42 school nurses and provided QuikClot Bleeding Control supplies to all Pasadena Unified School District campuses.¹
- Huntington Hospital offered childbirth and parenting classes for community members as well as specialized services for parents with an infant in the hospital’s NICU. In Fiscal Year 2017, Huntington Hospital offered classes on a variety of topics such as childbirth preparation, infant care, breastfeeding basics, CPR, and Mommy and Me as well as online virtual maternity tours and weekly maternity orientation sessions, including small group tours of Labor and Delivery and Maternity. Under the supervision of a lactation specialist, Huntington Hospital hosted a weekly Breastfeeding Support Group, serving 3,500 persons in Fiscal Year 2017. A child life specialist conducted parent child workshops at local libraries, presenting various health topics for discussion and education (200 persons served in Fiscal Year 2017). On a regular basis, Huntington Hospital hosted events for families of NICU infants, including: Infant CPR Class (held weekly; 75 persons served), NICU Orientation (held weekly; 110 persons served), Parent Connection Coffee Break (biweekly support groups; 150 persons served), Parent Connection Pizza Night (held monthly; 75 persons served), Parent Connection Baby Shower (held three times; 80 persons served), and Walk for Kids, an annual event to benefit for the Ronald McDonald House in Pasadena.

¹ Program and services presented under health need: Access to Health Care Services.

Older Adults and Aging

Programs and Services Offered:

- Huntington Hospital Senior Care Network (SCN) is a nationally recognized not-for profit program that has helped older adults and adults with disabilities and their families remain healthy and independent since 1984. Care coordination programs – provided by expertly trained Bachelor's and Master's degree social workers and nurses – offer assistance with solving care problems, help connect to resources such as personal care and meals, coordinate service delivery and monitor progress, educate about managing hospital stays and returning home, assist with changes in living arrangements when needed, and serve as a representative for out-of-area families. In Fiscal Year 2017, SCN programs – including the Multipurpose Senior Services Program (MSSP) and Assisted Living Waiver (ALW) Program – served an average of 575 clients each month.
- Moving to a new location on the hospital campus, SCN continued its efforts to be more accessible to everyone who needs the program, including walk-ins, referrals from hospital staff, calls from people regarding an aging family member. In addition to the new space being larger, it can accommodate individuals with mobility limitations and includes private meeting space for talking with clients about sensitive and confidential concerns. Further enhancing access to SCN services, special ambassadors from this Huntington Hospital department are deployed to serve at the front desk in our main lobby, where they help direct visitors and respond to questions. In addition, SCN staff collaborate extensively with other community care providers. In 2017, Huntington Hospital expanded its assistance to vulnerable seniors who are returning home after receiving inpatient care. Experts from Senior Care Network worked with discharge staff across the hospital, to help improve patient safety and outcomes during and after the transition home.
- In Fiscal Year 2017, registered nurses from Huntington Hospital administered 2,045 free flu shots on 27 different occasions during the three-month period from late September to November. Nurses conducted flu shot clinics at a variety of locations, including: senior centers, area churches, service agencies and centers in the community, Huntington Ambulatory Care Center, hospital cafeteria, public libraries, public schools, community centers, community events, and farmer's markets. To maximize the vaccine supply and avoid duplication of efforts,

registered nurses from Huntington Hospital Community Outreach coordinated dates and sites with Pasadena Public Health Department.

- A group of nurse navigators and a community navigator assisted patients in improving their hospital experiences and ensuring safe and successful transitions to their homes following hospitalization. These navigators assisted older patients in the management of conditions such as congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), cardiac surgery, stroke, and joint replacements. Navigators collaborated with other medical personnel, families, and service centers; clearly communicated patients' needs to other health care personnel; assisted with information about medical conditions, treatments, and services; explored patients' goals, any barriers, and needs in self-management; and assisted with setting up appointments, obtaining transportation and medications and linking patients with community resources. In Fiscal Year 2017, nurse and community navigators assisted 4,990 unique patients. A Geriatric Certified Nurse Specialist performed approximately 200 comprehensive geriatric assessments and rounded on 165 patients in Fiscal Year 2017.
- With the support of funding from UniHealth Foundation, Huntington Hospital, along with three other magnet hospitals – Cedars-Sinai Medical Center, UCLA Ronald Reagan Medical Center, and Torrance Memorial Medical Center – participated in a demonstration and evaluation project on a Systems Addressing Frail Elders (SAFE™) Care. A multidisciplinary team including nurses, pharmacists, physicians, social work, information systems, and administration worked on the project in Fiscal Year 2017, implementing the SAFE™ Care Program on the intervention unit and collecting data on patients 65 years and older from the implementation and comparison units. Outcomes expected are decreased lengths of stay, reduced complications and adverse events, and fewer intensive care unit days. The study completed data collection in September 2017. Analysis of data is currently in progress.
- To help patients overcome transportation-related barriers to care, Huntington Hospital provided 24-hour transportation assistance – via Uber/Lyft, taxi, wheelchair or other van – to 1,053 persons in Fiscal Year 2017. Of the total, Ridewith24 arranged on-demand Uber/Lyft driver-partners to assist 161 patients to their homes.

Cancer

Programs and Services Offered:

- On an ongoing basis throughout the year, Huntington Hospital Cancer Center offered numerous community events with partners such as American Cancer Society, Herald Cancer Association, Pasadena Unified School District, Pasadena Fire Department, Altadena Guild, and Huntington Senior Care Network.
- Huntington Hospital Cancer Center offered support groups helping patients and their families cope with their diseases. In Fiscal Year 2017, these offerings included: Transitions: Grief and Loss Support Group (offered four times), lung cancer (offered second Wednesday of 11 months), newly diagnosed breast cancer (offered first Thursday of ten months), prostate cancer (offered first Thursday of ten months), gynecological cancer support group (offered ten times in 2017), lymphedema (offered monthly), ostomy (offered eight times), and Cantonese-speaking Chinese Cancer support group (offered monthly;).
- To enhance the care of oncology patients, Huntington Hospital's cancer nurse navigators helped coordinate the many aspects of care for patients, provided information for patients and their families, and helped patients navigate the often complex system, from appointment scheduling to insurance coverage, to complementary therapies. In Fiscal Year 2017, nurse navigators served 1,390 patients with cancer diagnoses (including 922 patients with breast cancer, 154 patients with prostate cancer, 120 patients with colorectal cancer, 61 patients with lung cancer, 54 patients with gynecologic cancer, 54 patients with head/neck cancer, and 25 patients with kidney cancer).
- At the Constance G. Zahorik Appearance Center at Huntington Hospital, a licensed cosmetologist helped clients manage the cosmetic side effects of cancer treatment, including the use of wigs, makeup, scarves and hats, and sun protective clothing; referrals for breast prosthesis and bra fittings were also provided. In partnership with the American Cancer Society, Huntington Hospital offered Look Better, Feel Better classes, under supervision of licensed cosmetologist and nurse navigators. In Fiscal Year 2017, 364 patients were served at the Appearance Center.
- Integrating complementary therapies with current standard cancer treatments, Huntington Hospital's Integrative Oncology program offered acupuncture and therapeutic yoga sessions.

- To raise funds to support free mammograms, Huntington Hospital partnered with the Pasadena Fire Department and California Pizza Kitchen during Breast Cancer Awareness Month (October) with several Pasadena Goes Pink events.

Health Education, Training and Research

Programs and Services Offered:

- In Fiscal Year 2017, Huntington Hospital continued to collaborate in the education and training of general surgery and internal medicine residents, pharmacy interns and residents, other health care professionals such as nurses, technicians, physical and occupational therapists, respiratory therapy practitioners, and social workers. See **Appendix B** for a listing of schools affiliated with Huntington Hospital. Among the highlights in Fiscal Year 2017:
 - 25 internal medicine residents completed various aspects of a three-year training program
 - 17 general surgery residents completed various aspects of a five-year training program
 - 2 pharmacy residents completed various aspects of a one-year postgraduate program
 - 11 pharmacy interns
 - 881 nursing students
 - 18 social work interns (includes 10 social work interns at Senior Care Network)
 - 15 respiratory therapy interns
 - 14 radiology technology interns
 - 11 physical therapy interns
 - 7 occupational therapy interns
 - 3 speech pathology interns
 - 2 clinical laboratory scientist interns
 - 2 echocardiography technology interns
- In Fiscal Year 2017, an Evidence-based Practice Fellowship Program for nurses at Huntington Hospital was established, providing an opportunity for nurses to conduct meaningful research and synthesize findings. In 2017, three nurses were selected to participate in the fellowship program and collaborated on research regarding nurse-to-nurse communications.

- Based on an actual newborn experience at the hospital, Neonatal Intensive Care Unit (NICU) nurses first worked with the Pasadena Fire Department on the development of a newborn care training class that emphasizes the significance of temperature regulation and expanded this educational program to three additional fire departments in the region. This followed with invitations to present information about the program and its results at annual conferences for both the Association of California Nurse Leaders and the National Association of Neonatal Nurses.
- As a base station for the region, nurses with experience in emergency medicine and a special certification in advanced mobile intensive care worked closely with paramedics in the field, helping make it possible for patients with serious medical needs to begin receiving care even before arriving at the hospital. Throughout the year, Emergency Department staff provided several continuing education classes for emergency medical technicians, paramedics and mobile intensive care nurses from across Los Angeles County. In addition, on January 18, a pre-hospital care coordinator and social services director invited area skilled nursing facilities staff to a summit at the hospital for an educational session on end-of-life forms, interactions with Emergency Medical Services and collaboration in patient care.
- Through partnerships with Blair Health Careers Academy and Pasadena Unified School District Center for Independent Study, Medical Arts Program, 60 high school students from these two schools interned at the hospital for various health-related careers. The Health Careers Academy prepares students for advanced careers in the physical and mental health fields through a four-year course of study ending in a 180-hour internship which provides hands-on training in patient skill areas, specialized topics such as medical terminology, knowledge of health care issues and the health care delivery system, and career planning. Huntington Hospital's supervisor attended Advisory Board meetings and educational summits, arranged tours and guests speakers, evaluated senior projects, interviewed, trained and placed students for volunteer work as well as internships, facilitated mentoring of students by health care professionals, provided review and input on course curriculum, and prepared and trained students for competitions at state and national level.
- Through a collaboration between Pasadena Chamber of Commerce and Civic Association, and the departments of Volunteer Services and Food and Nutrition Services, three students from

Blair High School Culinary Arts and Hospitality Academy completed their internship in the hospital's Food Service Kitchen.

- Huntington Hospital's Health Sciences Library provided reference, database and internet searching, document delivery and inter-library loans, access to references and point of care from mobile devices and desktop computers, and the assistance of professional librarians for employees, medical staff, patients, and hospital visitors. Huntington Hospital's Community Health Library professional librarians and trained volunteers provided assistance to the community by offering approximately 690 consumer health related books, 70 electronic books/reports, 11 consumer health newsletters and journals, and over 600 online videos for patients and their families and Huntington Hospital staff.

Section 6: Economic Value of Community Benefits

In Fiscal Year 2017, the economic value of community benefits provided by Huntington Hospital is estimated at **\$129,780,381** (economic value includes Medicare Program Shortfall of \$45,559,700).

Table 6.1 summarizes the unreimbursed costs of these community benefits according to the framework specifically identified by Senate Bill 697:

- Medical care services
- Other benefits for vulnerable populations
- Other benefits for the broader community
- Health research, education, and training programs

**Table 6.1: Estimated Economic Value of Community Benefits Provided by Huntington Hospital
Fiscal Year 2017**

Senate Bill 697 Category	Programs and Services Included	Unreimbursed Cost¹
Medical Care Services	Medicare Program Shortfall ²	\$45,559,700
	Medi-Cal Program Shortfall ²	\$36,668,000
	Charity Care ³	\$9,258,300
	Other Direct Services: Palliative Care Program and Health Navigation ⁴	\$2,176,182
Other Benefits for Vulnerable Populations	Senior Care Network Services, Huntington Ambulatory Care Center, Community Outreach Services, Huntington Hospital Community Asthma Program, Assistance to Patients Needing Resources, Assistance with Medi-Cal Eligibility, and Donations to Non-Profit Organizations Serving the Needy	\$6,262,733
Other Benefits for the Broader Community	Health Information Exchange, Health Information and Education, Health Screenings, Community Health Fairs and Events, Nurse Navigators, Support Groups, Physician Referral Services, Meeting Space for Use by Community and Groups, and Donations to Non-Profit Organizations Serving the Broader Community	\$6,171,747
Health Research, Education, and Training Programs	Education and Training of Health Care Professionals and Students, Graduate Medical Education Program, Clinical Research Program, Health Sciences Library, and Donations to Non-Profit Organizations for Health Research, Education and Training Programs	\$23,683,719
-	SUBTOTAL, EXCLUDING MEDICARE SHORTFALL	\$84,220,681
-	GRAND TOTAL	\$129,780,381

¹ Unreimbursed costs for the Senate Bill 697 categories - other benefits for vulnerable populations, other benefits for the broader community and health research, education and training programs - may include an hourly rate for labor (plus benefits), other expenses such as purchased services, food, supplies, other direct expenses and rooms.

² Medical care services provided to Medicare and Medi-Cal beneficiaries result in shortfalls for the hospital. The method for determining these shortfalls is based on actual costs as calculated by a cost accounting system. The costs are subtracted from the payments received from Medicare or Medi-Cal.

³ Costs are also calculated by a cost accounting system. Actual cost is subtracted from any payments received from either public or private insurance payors or patients.

⁴ Other direct services costs based on expenses associated with the activity including some hospital standard indirect expenses.

Appendix A: Community Collaborations

Huntington Hospital collaborated with the following community organizations and agencies in Fiscal Year 2017. Organizations are listed alphabetically.

- Adelante Youth Alliance
- Altadena Guild
- Altadena Senior Center
- Alzheimer's Association
- American Cancer Society
- American Heart Association
- American Red Cross
- American Stroke Association
- Association of California Nurse Leaders
- Blair Health Academy
- Blair High School Culinary Arts and Hospitality Academy
- Calvary Bargain Center
- Cancer Support Community
- CAUSE
- ChapCare
- City of Pasadena
- Chinese Christian Herald Crusades
- City of Hope National Medical Center
- Club 21 Learning and Resource Center
- Community Women Vital Voice
- Convalescent Aid Society
- First Presbyterian Church
- Flintridge Center
- Flintridge La Canada Guild
- Foothill Unity Center

- Friends In Deed
- Health Impact
- Holliston Methodist Church (Dream Church)
- Healthy Pasadena
- Holy Family Church
- Housing Works
- Huntington Health Physicians
- Huntington Medical Research Institute
- Jackie Robinson Community Center
- Justice in Aging
- Jet Propulsion Laboratory (JPL)
- KKLA – FM
- Los Angeles County Arboretum and Botanic Garden Foundation
- MAPS (Mission to Assist and Provide for Seniors) Charities
- Monte Vista Grove Homes
- NAACP – Pasadena Branch
- National Association of Neonatal Nurses
- National Charity League
- Organization for Healthcare Educators
- Pacific Clinics
- PALS for Health
- Partners in Care Foundation
- Pasadena Chamber of Commerce and Civic Association
- Pasadena Community Foundation
- Pasadena Community Urgent Care Pasadena Farmers' Market
- Pasadena Educational Foundation
- Pasadena Fire Department
- Pasadena Jewish Temple and Center
- Pasadena Parks and Recreation
- Pasadena Police Department

- Pasadena Presbyterian Church
- Pasadena Public Health Department
- Pasadena Public Libraries
- Pasadena Respiratory Health Foundation
- Pasadena Senior Center
- Pasadena Unified School District
- Pasadena Village
- Phil Simon Tanzania Project
- Pilgrim Towers
- Planned Parenthood of Pasadena
- Professional Child Development Association (PCDA)
- Regency Park
- Ronald McDonald House – Pasadena
- Rose Bowl Aquatic Center
- Rose Bowl Booster Club
- Rotary Club of Sierra Madre
- Rotary International – Pasadena Rotary Club
- Sacred Heart Catholic Church
- Saint Barnabas Senior Center of Los Angeles
- Salvation Army
- San Gabriel Valley End-of-Life Care Coalition
- San Gabriel Valley Pride Inc.
- San Marino Guild
- San Marino Motor Classic
- Sheriff's Support Group
- South Pasadena Senior Center
- St. Barnabas Senior Center of Los Angeles
- St. Elizabeth Catholic Church
- Union Station
- Urban Land Institute

- USC Family Caregiver Support
- Villa Esperanza Services
- Villa Parke Community Center
- Westminster Presbyterian Church
- Young and Healthy

Appendix B: Educational Affiliations

Huntington Hospital partnered with the following educational entities for education and training of health care professionals in Fiscal Year 2017. Organizations are listed in alphabetical order.

- Azusa Pacific University
- Biola University
- California Baptist University
- California State University – Dominguez Hills
- California State University – Fullerton
- California State University – Long Beach
- California State University – Los Angeles
- California State University – Northridge
- California State University – San Marcos
- Cerritos College
- Chapman University
- Citrus College
- Cypress College
- El Camino College
- Eastern New Mexico University
- Fuller Theological Seminary School of Psychology
- Glendale Career College
- Glendale Community College
- Grand Canyon University
- Institute of Health Sciences
- Laboure College
- Loma Linda University
- Maryville University
- McCook Community College
- Metropolitan University

- Mount St. Mary's University
- Mt. San Antonio College
- Oakwood University
- Pasadena City College
- Regis University (Loretto Heights School of Nursing)
- Saint Louis University
- Saint Xavier University
- San Joaquin Valley College
- San Jose State University
- Shepard University
- University of California – Los Angeles
- University of California – San Diego
- University of California Extension – Los Angeles
- University of San Francisco
- University of Southern California (USC)
- Vanguard University
- West Coast College
- Western Governors University
- Western University of Health Sciences
- Wilkes University